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## COURSE DESCRIPTION

# CHW109 – Living and Working in Switzerland

### Course goal

An international assignment raises a number of culturally related issues for both the employee and the family. Inpatriates must deal with practical aspects of daily life in a new environment and at the same time cope with a new language, as well as an unfamiliar life style. The main purpose of this course is to support the integration process in Switzerland and to promote intercultural collaboration in the ABB workforce.

### Main learning objectives

The participants

- increase their awareness of how culture influences values, attitudes and behavior
- acquire information about Swiss customs, traditions, etiquette and behavioral norms
- develop effective communication with their counterparts in Switzerland.

### Participant profile

Inpatriates, their partners/spouses and anyone else from abroad currently working in Switzerland.

### Prerequisites

An interest in learning more about Switzerland and the Swiss, especially the German-speaking Swiss. The ability to recognize, accept, and adapt to a culturally diverse environment.

### Topics

Land and People

- Facts and figures about Switzerland

Introducing the Concept of Culture

- Personal expectations concerning the sojourn in Switzerland
- What is culture and why is it important?
- Every culture is an iceberg

Cross-Cultural Adjustment and Integration

- Coping with „culture shock“ over time
- Activities during the adaptation phase to integrate the entire family

Tips and hints for the „Swiss way of life“

Managing Personal and Work Relationships

- Stereotypes: Who is a „real“ Swiss?
- Communicating effectively with the Swiss
- Business values and fundamentals: feedback, decision-making, leadership, project management, conflict solving
- „Do’s and don’ts“ of effective performance in the workplace

### Course type

This is a face-to-face class room training with min. 12 and max. 16 participants.

### Learning methods and tools

Short presentations, discussions, mini-cases, individual and group exercises and video sequences. Discussion of questions / examples of participants.

**Laptop** or tablet is required to have access to the e-documentation. Please bring your own device.

### Duration

1 day